

Complaints & Requests for Service

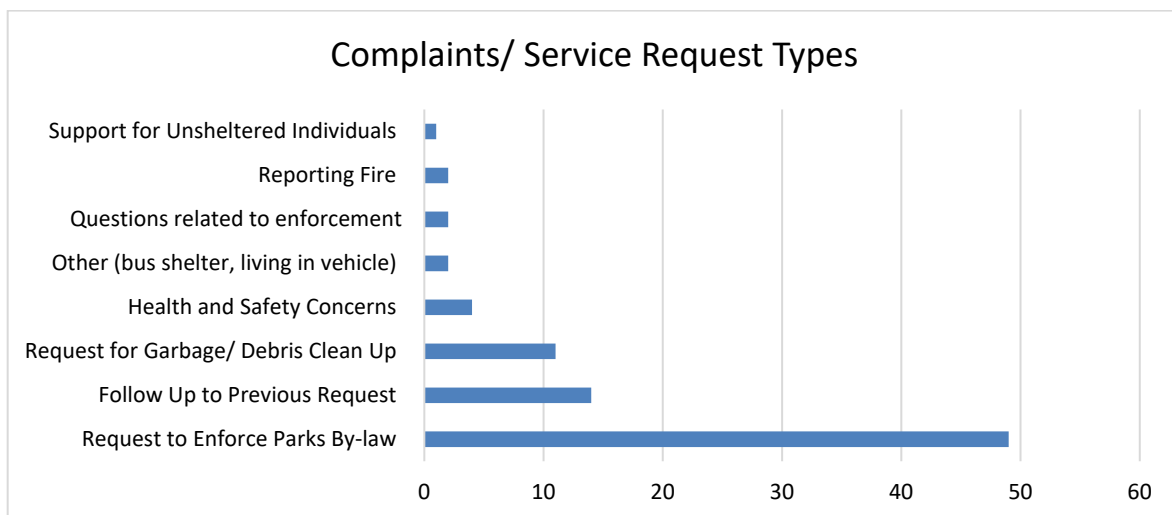
Total Complaints & Service Requests	Week 16	Previous Week	Previous Month Average
	85	91	N/A

Most Frequently Identified Locations		
Central Park	Globe Park	Rail Trail

Complaint/Service Request Type	
Request to Enforce Parks By-law	58%
Follow Up to Previous Request	16%
Request for Garbage/ Debris Clean-up	13%
Health and Safety Concerns	5%
Questions Related to Enforcement, Reporting Fire, Other	2%

Source of Complaint/Service Request	
Concerned Citizen	71%
Councillor's Office	11%
BIA or Local Business	7%
Internal - Public Works	5%
Internal - Other	4%

Complaints/ Service Request Types



Complaints/ Service Request Types

Some locations that are identified through complaint or service request may encompass more than one municipal address, a broad geographical area, a road allowance without a municipal address, or a private property location. As such, these locations are identified using broader categories, including: Private Property, Road Allowances, Rail Trail and the Red Hill Valley Trail. From April 14 - April 20, 2025, Municipal Law Enforcement received complaints and service requests about the following specific locations that are identified below.

Private Property	King St E, Hess St N, York Blvd, Along the Rail Trail and by the train tracks near the Wentworth Stairs, Wentworth St N
Road Allowances	Mary St, King St E/ Lawrence Rd, Ryan's Way, MacNab St S, Young/ Claremont, Nash Rd/ QEW. Keswick Court, McDonald Court, Centennial Parkway S/ South Service Rd, Angus Rd Hollybush Dr/ Riley St, Barton St E, McNeilly Rd, Hunter/ MacNab, main St W, Centennial Parkway/ North Service Rd, Milton Ave
Rail Trail	Near Cumberland Ave, Between Holton Ave S and Farleigh Ave S, at Wellington and Sherman, bottom of Wentworth Stairs
Red Hill Valley Trail	Near Brampton Street, near the Barton St E starting point, near Reid Ave

Action Tracker

The Action Tracker includes information with respect to the status of new or existing complaints and requests for service that have been received by Licensing and By-law Services. Occasionally, after a site has been designated by staff as cleared, different individual(s) may move into the same location and erect a new tent. Any time new tents are discovered in an area that has been previously cleared, the process will restart with officers attending to confirm the presence of an encampment and notifying HFSO of an individual that may require support. As such, a site may appear on the tracker more than once. Once a private property owner has been notified of the process, they are responsible for contacting the appropriate enforcement body.

Ward	Location	Address	Date Identified to CERT	Date Trespass Notice(s) Issued	Compliance Date of Trespass Notice(s)	Trespass Notice(s) Issued	Status
1	Road Allowance	Paisley Ave S	10-Apr-25			0	No violation found
2	Beasley Park		09-Apr-25	14-Apr-25	14-Apr-25	2	Trespass Notice(s) Issued
3	Century Street Parkette		14-Apr-25	14-Apr-25	14-Apr-25	2	Trespass Notice(s) Issued
1	Highland Gardens Park		10-Apr-25			0	No violation found
2	Road allowance	Young St	10-Apr-25			0	No violation found
2	Road Allowance	Hughson St N	10-Apr-25			0	No violation found

13	Road Allowance	Olympic Dr	14-Apr-25			0	Encampment Removed
5	Road Allowance	King St East / Quigley Rd	14-Apr-25			0	Coordinated Clean-Up
5	Road Allowance	Main St W / Queen St S	08-Apr-25			0	Referred to HFSO
2	Road Allowance	Mary / Cannon	09-Apr-25	14-Apr-25	14-Apr-25	1	Trespass Notice(s) Issued
4	Roxborough Park		14-Apr-25	14-Apr-25	14-Apr-25	1	Trespass Notice(s) Issued
2	Shamrock Park		13-Mar-25			0	No violation found
2	Beasley Park		18-Mar-25	15-Apr-25	15-Apr-25	1	Trespass Notice(s) Issued
2	Central Park		18-Mar-25	15-Apr-25	15-Apr-25	1	Trespass Notice(s) Issued
14	Cliffview Park		10-Apr-25	15-Apr-25	16-Apr-25	1	Trespass Notice(s) Issued
1	Highland Gardens Park		10-Apr-25			0	Coordinated Clean-Up
4	Red Hill Valley Trail	Near Brampton St Entrance	24-Mar-25			0	Compliance achieved, file closed
5	Road allowance	Angus Rd	08-Apr-25			0	Referred to CP Police
2	Road Allowance	Milton Ave	14-Apr-25			0	No violation found
2	Road Allowance	James St N	14-Apr-25			0	No violation found
4	Road Allowance	Central / Reid	24-Mar-25			0	Compliance achieved, file closed
2	Road Allowance	Hunter / MacNab	24-Mar-25	15-Apr-25	15-Apr-25	1	Trespass Notice(s) Issued

2	Road Allowance	Mary St N/ Wilson St E	09-Apr-25	15-Apr-25	15-Apr-25	1	Trespass Notice(s) Issued
9	Valley Park		14-Apr-25			0	No violation found
3	Woodland Park		14-Apr-25			0	No violation found
2	Beasley Park		18-Mar-25			0	Referred to HFSO
2	Central Park		18-Mar-25			0	Referred to HFSO
14	Cliffview Park		10-Apr-25			0	Referred to HFSO
2	John Rebecca Park		14-Apr-25			0	Coordinated Clean-Up
2	Private Property	King St E	14-Apr-25			0	Referred to HFSO
3	Private Property	Rail Trail by Wentworth/ Sherman	02-Apr-25			0	Referred to HFSO
2	Road Allowance	Hunter/ MacNab	24-Mar-25			0	Referred to HFSO
2	Road Allowance	Mary St N/ Wilson St E	09-Apr-25			0	Referred to HFSO
5	Road Allowance	QEW Centennial Rd/ Red Hill Park/ Nash Rd	31-Mar-25			0	Coordinated Clean-Up
2	Bayfront Park		Proactive Enforcement (within 1km Radius of Tiffany Barton)			0	No violation found

3	Bishop's Park		Proactive Enforcement (within 1km Radius of Tiffany Barton)			0	No violation found
2	Carter Park		Proactive Enforcement (within 1km Radius of Tiffany Barton)			0	No violation found
2	Central Park		Proactive Enforcement (within 1km Radius of Tiffany Barton)			0	Observation
3	Century Street Parkette		14-Apr-25			0	No violation found
2	Claremont Access Parkettes		Proactive Enforcement (within 1km Radius of Tiffany Barton)			0	No violation found
13	Fisher's Mill Park		25-Mar-25	17-Apr-25	17-Apr-25	1	Trespass Notice(s) Issued
13	Fisher's Mill Park		25-Mar-25			0	Referred to HFSO
5	Green Hill Water Reservoir Park		17-Apr-25			0	No violation found
3	Green Space	Hunter St E	Proactive Enforcement (within 1km Radius of Tiffany Barton)			0	No violation found
3	J.C. Beemer Park		Proactive Enforcement (within 1km Radius of			0	No violation found

			Tiffany Barton)				
3	Myrtle Park		Proactive Enforcement (within 1km Radius of Tiffany Barton)			0	No violation found
2	Pier 4 Park		Proactive Enforcement (within 1km Radius of Tiffany Barton)			0	No violation found
3	Rail Trail		Proactive Enforcement (within 1km Radius of Tiffany Barton)			0	Observation
5	Red Hill Valley Trail	at Van Wagners Beach Rd	24-Mar-25			0	Coordinated Clean-Up
15	Road Allowance	Ryan's Way	14-Apr-25			0	Observation
13	Road Allowance	Parkside Dr	16-Apr-25			0	No violation found
2	Strachan Linear Park		Proactive Enforcement (within 1km Radius of Tiffany Barton)			0	No violation found
1	Victoria Park		Proactive Enforcement (within 1km Radius of Tiffany Barton)			0	No violation found
15	Waterdown Wetland Trail	Parkside Dr	16-Apr-25			0	Coordinated Clean-Up

Housing Focused Street Outreach Engagement Update

	Week 16	Previous Week
Total <i>non-unique</i> Interactions with Unsheltered Individuals by HFSO	330	137

Additional Notes:

HFSO engages with unsheltered individuals to improve access to basic needs and community supports such as housing, healthcare, food and income supports.

Interaction data is taken from the HIFIS database.

Shower Program Update

	Week 16	Previous Week
Total individuals (non-unique) who were provided access to encampment-specific shower programs	8	8

Additional Notes:

Data includes unique visits of unsheltered individuals to any of the designated shower programs in the city.

Currently, the shower programs are located at Pinky Lewis Rec Centre and Bennetto Community Centre.

Site Maintenance and Cleanups

	Week 16	Previous Week	2025 Weekly Average
Total encampment sites maintained and cleaned by Parks Section staff	13	11	N/A
	Week 16	Previous Week	2025 Weekly Average
Total encampment sites maintained and cleaned by an independent contractor	1	9	N/A

Additional Notes:

Data may include cleanups that occur after the duration of a trespass order has been exceeded, clean- arounds of active sites (as arranged with occupants), and cleaning of sites deemed abandoned by the Coordinated Response Team.

As of June 10th, 2024, the cleanups and site maintenance activities performed by independent contractors will be reported.

Locations visited by contractors are specifically noted below.

April 14, 2025	Hutch's at Bayfront, Bayfront Park, Salvation Army, Roxborough Park, Radial Trail Charlton Avenue East near Vista Condos
April 15, 2025	Mary Street at Beasley Park, MacNab/ Hunter, Central Park, Century Street Parkette, Central/ Reid. Redhill Valley Trail at Brampton Street
April 16, 2025	Red Hill Valley Trail at Van Wagners Rd
April 17, 2025	Red Hill Valley Trail at Van Wagners Rd

Hamilton Fire Department: Responses at Locations Involving Unsheltered Individuals

Response Type	Number of Incidents	Ward Breakdown	Additional Notes
Burning Complaint	3	<ul style="list-style-type: none"> Ward 3: 1 incident Ward 4: 2 incidents 	<p>As of December 2024, the Hamilton Fire Department will report on weekly responses at locations involving unsheltered individuals. These responses will be broken down by response type and ward.</p> <p>Accumulated combustibles refers to any materials or belongings other than tents that may be on fire.</p> <p>The data presented is between April 14 - April 20, 2025.</p>
Accumulated Combustibles	1	<ul style="list-style-type: none"> Ward 3: 1 incident 	
Total	4		

Ward	Number of Fire Related Incidents	Injuries
3	2	0
4	2	
Total	4	